



# Service Bulletin

Bulletin No.: 19-NA-105

Date: May, 2019

## INFORMATION

**Subject:** Information on Front Seat Back Cover(s) Loose Near Side Air Bag Cover

| Brand:             | Model:   | Model Year: |      | VIN: |    | Engine: | Transmission: |
|--------------------|----------|-------------|------|------|----|---------|---------------|
|                    |          | from        | to   | from | to |         |               |
| Chevrolet          | Bolt EV  | 2017        | 2018 |      |    | All     | All           |
| Opel /<br>Vauxhall | Ampera-e | 2017        | 2018 |      |    |         |               |

|                                   |   |
|-----------------------------------|---|
| <b>Involved Region or Country</b> | North America, Korea, Middle East, Europe |
|-----------------------------------|---|

Condition




5331850



5331852

**Note:** Examples of a driver and passenger seat exhibiting the condition are shown in the graphics above.

Some customers may comment on one, or both, of the front seat back cover(s) coming loose around the side air bag cover.

|                          |  |
|--------------------------|--|
| <p><b>Cause</b></p>      | <p><b>Note:</b> A 2nd design seat cover has been released for service, which contains additional side J-channels to help achieve proper retention of the cover to the seat frame.</p> <p>The cause of the condition may be one or more of the following:</p>  <p style="text-align: right;">5331854</p> <ul style="list-style-type: none"> <li>• The seat cover may be an early design, which didn't include side J-channels (1). These J-channels were recently added to improve the fit and retention of the cover. The lower area circled is an area of intended non-attachment.</li> <li>• The upper support bracket on the outboard side of the seat, may be damaged or warped out of shape.</li> <li>• The seat contained a 2nd design seat cover, however the J - channels were not installed correctly onto the seat frame.</li> </ul> |
| <p><b>Correction</b></p> | <p>If found to be the original design, replace the seat back cover(s) with the new design cover; and if the cover is new design, reinstall the seat cover and replace the upper support bracket(s) as necessary.</p> <p><b>Note:</b> Refer to SI for the updated front seat back cover replacement procedure. Also, more detail on the procedure can be attained by viewing the Emerging Issue Video of April 2019. In Canada, review the April 2019 edition of TAC Talk.</p> <p>Refer to <i>Front Seat Back Cover and Pad Replacement (2nd Design)</i> in SI.</p>   |

**Parts Information**

Use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine the proper part to order.

**Warranty Information**

For vehicles repaired under warranty, use:

| Labor Operation | Description                               | Labor Time                         |
|-----------------|---|------------------------------------|
| 7023770         | Front Seat Back Cover and Pad Replacement | Use Published Labor Operation Time |

|          |                       |
|----------|-----------------------|
| Version  | 1                     |
| Modified | Released May 09, 2019 |

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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